

COUNTY OF LOS ANGELES
DEPARTMENT OF CONSUMER
AND BUSINESS AFFAIRS

500 W. Temple St., Room B-96
Los Angeles, CA 90012

For more information call:

(800) 593-8222

Inside Los Angeles County

(213) 974-1452

Outside the County

Visit us online:

dcba.lacounty.gov

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DEPARTMENT OF CONSUMER
AND BUSINESS AFFAIRS
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Our Services

What we can do for you...

- **Consumer Counseling** •
- **Complaint Investigations** •
- **Small Claims Court Advice** •
- **Mediation** •
- **Homeowner Assistance** •
- **Resolving ID Theft** •
- **Small Business Assistance** •
- **Consumer Education & Outreach** •
- **Volunteer Opportunities** •

"...to promote a fair and vibrant marketplace."

Welcome to the Department of Consumer and Business Affairs

Consumer and Business Affairs is the local consumer protection agency serving Los Angeles County. We serve consumers, businesses, and communities through education, advocacy, and complaint resolution. Our services are free and easy to use.

Our mission is to create a fair and vibrant marketplace for consumers and businesses.

To reach our mission, we:

- Educate consumers about their rights and responsibilities
- Assist small business owners
- Mediate disputes and investigate consumer fraud complaints

Here's what we can do for you:

ANSWER YOUR QUESTIONS

Consumer counseling and Small Claims Court advice

We can give you information you need to help you resolve a problem. We can answer questions about purchases, credit,

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landlord/tenant disputes, car sales, foreclosures and other consumer problems.

We can also help you with a Small Claims Court case. Our Small Claims Court advisors will give you the information you need to:

- Start your case
- Serve court papers
- Prepare for court
- Collect or pay a judgment

Small business assistance

We connect small businesses with government contracting opportunities and assist those who wish to open a new small business in Los Angeles County. We also certify local small businesses.

SOLVE YOUR PROBLEM

Investigating your complaint

We can investigate many types of complaints including consumer fraud, real estate fraud, identity theft and elder financial abuse.

We review the complaint and work to find a solution to your problem. We can refer cases involving serious offenders to local law-enforcement agencies for review when appropriate.

Mediating your dispute

Instead of going to court, we can help you resolve disputes with businesses, neighbors and others.

Our mediators are professionally trained and remain neutral and unbiased.

EDUCATE THE COMMUNITY

Consumer education and public outreach

We take pride in reaching out to the community. We want you to know your consumer rights and responsibilities before you have a problem. We provide:

- Speakers for groups and events
- Information by telephone 24/7
- In-depth brochures and tipsheets
- An extensive department website
- Easy access by social media
- A voice of expertise for the media

We also hold Smarter Senior Forums throughout the County to teach the public about elder financial abuse and consumer fraud.

JOIN OUR WINNING TEAM

Opportunities for volunteers and interns

We offer rewarding opportunities for volunteers and interns to work with consumer affairs professionals.

Our volunteers and interns are very important in our department. They play an active role, working side-by-side with Consumer and Business Affairs staff doing consumer counseling, mediation, investigations and other special projects.